



Verizon Wireless  
1300 I Street NW  
Suite 400 West  
Washington, DC 20005

November 15, 2005

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Re: WT Docket No. 01-309 – Section 68.4(a) of the Commission's Rules  
Governing Hearing Aid Compatible Telephones

Dear Ms. Dortch:

Cellco Partnership d/b/a Verizon Wireless hereby submits, on behalf of itself and all licensed entities in which it has a controlling interest, its semi-annual status report documenting the progress of its efforts to deploy hearing aid compatible phones, as required by the Commission's *Report and Order*.<sup>1</sup> As of September 16, 2005 Verizon Wireless met and exceeded the Commission's requirement to offer four or more hearing aid compatible handsets. Should you need additional information, please contact the undersigned.

Sincerely,

A handwritten signature in black ink, appearing to read "MPS", with a long horizontal line extending to the right.

Michael P. Samssock  
Senior Attorney

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<sup>1</sup> Section 68.4(a) of the Commission's Rules Governing Hearing Aid-Compatible Telephones, Report and Order, WT Docket No. 01-309 ("*Report and Order*"), 18 FCC Rcd. 16753 (2003).

Before the  
Federal Communications Commission  
Washington, DC

In the Matter of )

)  
Section 68.4(a) of the Commission's Rules )  
Governing Hearing Aid Compatible )  
Telephones )  
)

WT Docket No. 01-309

**Status Report on Hearing Aid Compatibility**  
November 16, 2005

**Section 1. Company Information**

*a. Company Name:* Cellco Partnership d/b/a  
Verizon Wireless

*b. Contact Name:* Michael Samssock

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**Section 2. Compliant and Non-Compliant Phone Model Information**

*a. Compliant Phone Models:* (see for example Exhibit A, web site description for a compliant model)

Vendor: Model	Band(s)	Air Interface(s)	ANSI C63.19 Rating	FCC ID	Lab
LG: VX3300	800/1900	CDMA	M3	BEJVB3300	PCTEST Engineering Laboratory, Inc.
Samsung: N330	800/1900	CDMA	M3	A3LSCHN330	PCTEST Engineering Laboratory, Inc.
LG: VX4700	800/1900	CDMA	M3	BEJVB4700	PCTEST Engineering Laboratory, Inc.
Samsung: 630	800/1900	CDMA	M3	A3LSCHA630	PCTEST Engineering Laboratory, Inc.
Kyocera: KX1v	800/1900	CDMA	M3	OVFKWC-KX1	Compliance

					Certification Services
Audiovox: 180VW	800/1900	CDMA	M3	PP4TX-180	PCTEST Engineering Laboratory, Inc.
LG: VX5200	800/1900	CDMA	M3	BEJAX5000	PCTEST Engineering Laboratory, Inc.
Samsung: A850	800/1900	CDMA	M3	A3LSCHA850	PCTEST Engineering Laboratory, Inc.
Motorola: V276	800/1900	CDMA	M3	IHDT56ET1	PCTEST Engineering Laboratory, Inc.
LG VX9800	800/1900	CDMA	M3	BEJVBX9800	PCTEST Engineering Laboratory, Inc.
RIM: Blackberry 7250	800/1900	CDMA	M3	L6ARAR20CN	Timco Engineering, Inc.
LG: VX8100	800/1900	CDMA	M3	BEJVBX8100	PCTEST Engineering Laboratory, Inc.
Motorola: E815	800/1900	CDMA	M3	IHDT56EL1	PCTEST Engineering Laboratory, Inc.
PalmOne: Treo 650	800/1900	CDMA	M3	O8FMADECA	April Laboratories

*c. Total Number of Compliant Models: 14 HAC compliant models*

*d. Total Number of Models: 27 models*

### Section 3. Product Labeling Information

Verizon Wireless has labeled HAC compliant phones in three ways:

- (1) by the call out card (see for example Attachment B);
- (2) by indicating the M rating on the side of the phone's box;
- (3) by including a brief description of the M rating in the phone's user manual or on an insert enclosed in the phone's box. (see for example Attachment C).

### Section 4. Consumer Outreach Efforts

Verizon Wireless's website has been updated to include information relevant to HAC. The website includes: (1) a description of the ANSI Standard (including the M rating); (2) a series of six common questions and their answers (3) links to those phones that are HAC compliant. (see Attachments A and D).

Sales personnel at stores owned and operated by Verizon Wireless have been trained with an understanding of HAC and the phones offered by Verizon Wireless. Sales personnel may also access from the stores via the internet the information contained on Verizon Wireless's web site (as described above).

Verizon Wireless has employees that are dedicated to disabilities issues including HAC. Those employees (1) regularly interact with customers who require additional assistance due to a disability; (2) participate in trade shows where they educate attendees on the HAC phones offered by Verizon Wireless; and (3) participate in national conventions offered by SHHH. In addition, Verizon Wireless is a scheduled participant at Gallaudet's Academic Bowl (April 2006).

## Section 5. Retail Availability of Compliant Models

Verizon Wireless offers all of the models listed above as HAC compliant in Section 2(a) on a nationwide basis at its brick and mortar locations and via the internet. Some locations that have restricted display space; kiosks for example, may not offer all of the models of a larger store. However, sales personnel at these locations have been trained to direct customers to the web site or to larger, nearby Verizon Wireless locations.

## Section 6. Efforts to Incorporate Hearing Aid Compatibility into New Models

Verizon Wireless continues to work with its OEMs to ensure that new models will be HAC compliant. Verizon Wireless and its OEMs are currently testing ten new models. Additional HAC compliant models will be launched in 2006.

## Section 7. Activities Related to ANSI C63.19 or Other Standards

Verizon Wireless is an active member of the Alliance for Telecommunications Industry Solutions ("ATIS"). Verizon Wireless is also a member of the balloting committee for the C63.19 revisions. As such, Verizon Wireless has contributed to the update being filed by ATIS on behalf of all of its member companies. Verizon Wireless refers the FCC to that report for additional information.

## Section 8. Efforts to Test Interoperability With Hearing Aids

As part of its efforts described in Section 6, Verizon Wireless continues to test new models for HAC compliance.

## Section 9. Information Regarding Differences in Handset Offerings Among Regions in Service Areas (Service Providers Only)

Verizon Wireless offers all of the models listed above as HAC compliant in Section 2(a) on a nationwide basis at its brick and mortar locations and via the internet. Some locations that have restricted display space - kiosks for example - may not offer all of the models of a larger store. However, sales personnel at these locations have been trained to direct customers to the web site or to larger, nearby Verizon Wireless locations.



## Samsung SCH-a630

A speakerphone with extras! The Samsung SCH-a630 is a hard working communications tool in a sleek, compact flip design. A combination of Enhanced Messaging Service (EMS) and Short Messaging Service (SMS) provides all of today's text messaging options, including text with graphics, animations and sounds. The SCH-a630 also has voice-activated dialing for hands-free calling on the road.

### Existing customers

Log in to My Account to order this phone for your Verizon Wireless number.

[Get the Details](#)

[Back to Phones](#)



**\$59.99** price  
- 30.00 online discount  
**\$29.99**  
2-year contract

**\$109.99** price  
- 30.00 online discount  
**\$79.99**  
1-year contract

[Larger View](#)

### Basic Information

Talk time: 200 minutes  
Standby time: 200 hours  
Size: 3.5H x 1.9W x 1.0D inches  
Weight: 3.9 oz

### Basic Features

- All Digital Phone
- Speakerphone
- Hearing Aid Compatibility = M3  
[For details on Hearing Aid Compatibility, select this link](#)
- TTY Compatible
- Voice-Activated Dialing
- Meets FCC SAR limit. Manufacturer's highest FCC reported SAR 1.3 at ear, .94 on body. Actual SAR may vary.

### [Wireless Data Technical Support](#)

### Supported Optional Features

- [Speakerphone](#)

To continue creating this wireless package:

Select contract term

(You can change these later)

### Duration of your plan

1-time activation fee

- |                                       |                |
|---------------------------------------|----------------|
| <input type="radio"/> 2-year contract | <b>\$35.00</b> |
| <input type="radio"/> 1-year contract | <b>\$35.00</b> |

### Select features

#### Insurance

- |                                                                    |                     |
|--------------------------------------------------------------------|---------------------|
| <input type="checkbox"/> <a href="#">Extended Warranty</a>         | <b>\$1.99/month</b> |
| <input type="checkbox"/> <a href="#">Wireless Phone Protection</a> | <b>\$4.99/month</b> |
| <input type="checkbox"/> <a href="#">Total Equipment Coverage</a>  | <b>\$5.99/month</b> |

#### Messaging

- |                                                                                                        |                      |
|--------------------------------------------------------------------------------------------------------|----------------------|
| <input type="checkbox"/> <a href="#">TXT Messaging (Pay Per Message)</a>                               | <b>\$0.00</b>        |
| <input type="checkbox"/> <a href="#">Unlimited IN Message PLUS 50 additional messages</a>              | <b>\$5.00/month</b>  |
| <input type="checkbox"/> <a href="#">Great Value Unlimited IN Message PLUS 250 additional messages</a> | <b>\$10.00/month</b> |
| <input type="checkbox"/> <a href="#">Unlimited IN Message PLUS 500 additional messages</a>             | <b>\$15.00/month</b> |

## Select additional accessories

**Included Accessories**Standard Lithium-Ion Battery  
Home Charger**Promotional Packages**

- ☐ Samsung SCH-a630 \$24.98  
(Package 1) Promotion

Online Only Savings!  
Universal Pouch and  
Headset Pack

- ☐ Samsung SCH-a630 \$39.97  
(Package 2) Promotion

Online Only Savings!  
Vehicle Power  
Charger & Universal  
Pouch and Headset  
Pack

- ☐ Earbud Headset \$14.99
- ☐ Leather Case \$19.99
- ☐ Flex Headset with Call \$29.99  
Answer/End
- ☐ Vehicle Power Charger \$29.99
- ☐ Standard Battery \$39.99

[GO TO PLANS NEXT >](#)

Equipment prices listed here are special Internet values and may not be available at Verizon retail stores. All phone prices are offered only with activation of a new line of service with Verizon Wireless, under the terms and conditions of selected service plan.

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## LG VX4700

### Capabilities

- Hearing Aid Compatibility = M3
- Download Games, Ringtones & more\*
- Send & Receive TXT Messages\*
- Get sports, news & email with Mobile Web 2.0\*

### Features

- 65K Color Display
- Voice-Activated Dialing with Voice Command
- Speakerphone
- Push to Talk capable



Push to Talk capable phone can only be used with a Push to Talk Calling Plan.

\*See Sales Representative for details and charges.

### Add This Accessories Package!

#### Includes:

Hands Free device,  
Vehicle Power Charger & Leather Case

\*Accessories sold separately.





## ATTACHMENT C

Hearing aid compatibility ratings now appear on some handset packages. If your handset has a hearing aid compatibility rating of U3 or U4, then that phone has met or surpassed the American National Standards Institute's ("ANSI") hearing aid compatibility standard as adopted by the Federal Communications Commission.

- U3-rating indicates the handset has satisfied the ANSI standard
- U4-rating indicates the handset has exceeded the ANSI standard

The higher the U-rating the handset has the lower the Radio Frequency emissions level and higher signal quality the handset will have. If there is no U-rating then the handset did not meet the ANSI standard. The handset's U-rating along with a hearing aid's U-rating will assist customers in finding a handset that will work best for them.



## Accessibility

# Hearing-Aid Compatibility

### Accessibility

#### Hearing-Aid Compatibility with Wireless Handset Devices

In general, a hearing aid operates by using a microphone to pick up sound waves in the air and convert the sound waves to electrical signals. The signals are then amplified as needed and converted back to audible sounds for the user to hear. The hearing aid's microphone, however, does not always work well in conjunction with audio devices like headsets and telephone handsets. The acoustic connection made between the audio device and the hearing aid is poor and creates distortions in the sound. In addition, the surrounding noise in the area of the user is often picked up by the hearing aid and interferes with the desired audio.

#### Handsets Meeting ANSI Standard

As of September 16, 2005 Verizon Wireless will include in its line up of wireless handsets at least 4 or 25% of its handsets that will meet or exceed the ANSI (American National's Standard Institute) hearing aid compatibility standard. Handsets that receive a hearing aid compatibility rating of M3 or M4 have met or surpassed the ANSI hearing aid compatibility standard as adopted by the Federal Communications Commission.

- M3-rating indicates the handset has satisfied the ANSI standard
- M4-rating indicates the handset has exceeded the ANSI standard

The higher the M-rating the handset has the lower the Radio Frequency emissions level and higher signal quality the handset will have. If there is no M-rating then the handset does not meet the ANSI standard. The handset's M-rating along with a hearing aid's M-rating will assist customers in finding a handset that will work best for them. The hearing aid must be in microphone mode in order to replicate the mode that was used with the handset in order to achieve the rating.

Rating information for handsets can be found on their description card at your local Verizon Wireless store and on the online store. The M-rating will also be on the outside of the box of the handset along with a brief description of what the M-rating means, that information will be inside the box.

#### Some Common questions:

##### 1) Will handsets that are labeled "hearing aid compatible" have any interference that may cause static buzzing sounds?

It depends on the level of immunity in the hearing aids and the level of reduced emissions from the digital wireless handset. The interference comes from both magnetic and RF (radio frequency) pulses generated by digital wireless handset. There is no guarantee that handset labeled "hearing aid compatible" will definitely work for you, but they should improve usability for hearing aid users.

##### 2) How will I know if a handset is HAC (hearing aid compatible) compliant?

The product description cards in the Verizon Wireless stores will have the rating marked on the card for the consumer to see as well as the product descriptions on our online store. If the device meets either a M3 or M4

rating it will be on the description card or online description list. The M-ratings refer to the lower RF emissions levels.

**3) How do I know if my hearing aid works with a handset?**

Ask your hearing aid healthcare professional if your hearing aids have "cell phone shielding", for the "M" (microphone) rating of your hearing aids, or if the circuitry design is more immune to interference. This information along with the M rating will be useful to you.

**4) May I try the handset before I buy it?**

Yes, it is best to try several handsets before you buy to find the best match with your hearing aids. All Verizon Wireless stores will have M rated handsets available for you to try in the store. You will be able to place a call to our customer service department so you can determine if you can hear well on that model handset.

**5) Will a non-rated device work with hearing aids?**

A non-rated handset may work with hearing aids. A lack of a rating does not mean a device will not work with a hearing aid. You are encouraged to test all handsets in the stores prior to buying. Please remember that everyone's hearing loss is different and what works for one person may not work for another.

**6) Is a HAC-compliant phone more expensive than a phone without a rating?**

No, there is no additional cost to the device.

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## Accessibility

# Hearing Aid Compatible Products

Phones and accessories that are Hearing Aid Compatible (HAC) will work with hearing aids that support the telephone switch feature. This is commonly known as the "T-switch" or "T-coil" that is built into the hearing aids. HAC products will only work with hearing aids that have a telephone switch.

### Hearing Aid Compatible Phone

Verizon wireless currently sells the following phone models that meet the FCC M rating standards: Blackberry 7250, Kyocera KX1V, LG VX3300, LG VX4700, LG VX5200, LG VX8100, LG VX9800, Motorola E815, Motorola V276, PalmOne Treo 650, Samsung SCH 630, Samsung SCH 9850, Samsung SCH N330.

For more details on these devices please view [phones selection](#).

### Hearing Aid Compatible Accessories

HAC phone accessories are available to allow wireless phones to work better with hearing aids. Not all the wireless phones are hearing-aid compatible by themselves and not all the wireless phones that are hearing-aid compatible work well with all hearing aids. This is sometimes due to the radio signals generated by the phone or by the hearing-aid design. HAC phone accessories help correct these issues.

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**[Browse hearing-aid compatible devices](#)**

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